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Common Dental Health Myths Exposed

24 Jan 00 – Washington (Army News Service) – Myths, like believing that finding a four-leaf clover or hanging a horseshoe over a door will bring good luck, are generally harmless. But when those myths are aimed at dental care, the result is hefty dental expenses and hours logged in a dentist's chair.

Improved Dental Program Is On The Way

12 Jan 00 – Falls Church, VA – The TRICARE Management Activity (TMA) recently announced the release of the Request for Proposal (RFP) for offers on the world's largest dental insurance program - the TRICARE Dental Program (TDP). This new "third generation" dental contract will be implemented on February 1, 2001, and will combine the TRICARE Selected Reserve Dental Program (TSRDP) and the TRICARE Family Member Dental Plan (TFMDP).

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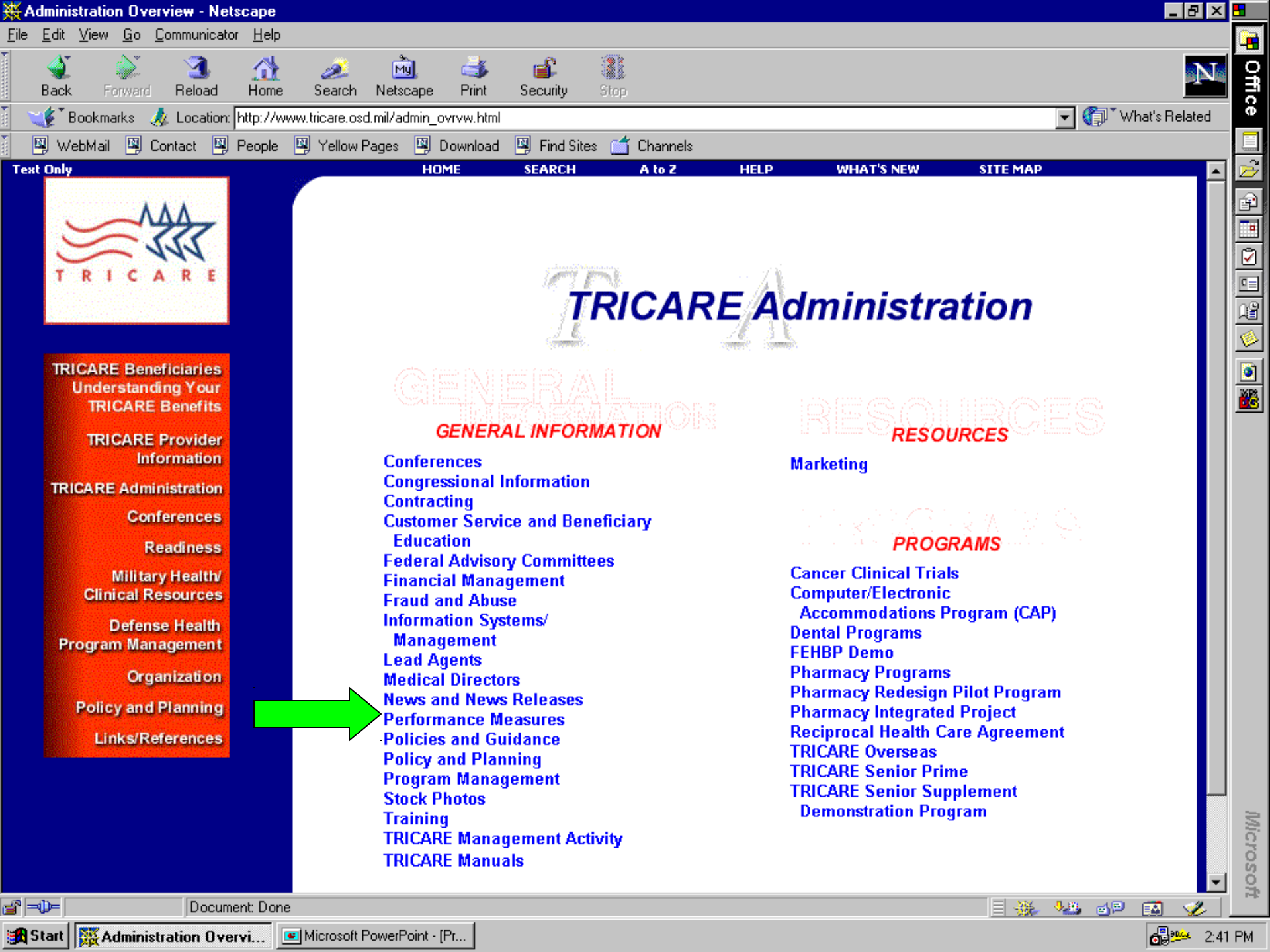
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4. Evaluation of the TRICARE Program, FY 1998 Report to Congress (Word 6.0)
   a. *Cover memorandum to the Surgeons General*
   b. *Evaluation of the TRICARE Program, FY 1998 Report to Congress (Word 6.0)*
5. Quality Management
6. DoD ORYX Initiative Home Page
7. JCAHO Standards and the IM/IT Program
8. Executive Director's Special Interest Metrics
   Access to Care in the MHS from the Patient's Perspective
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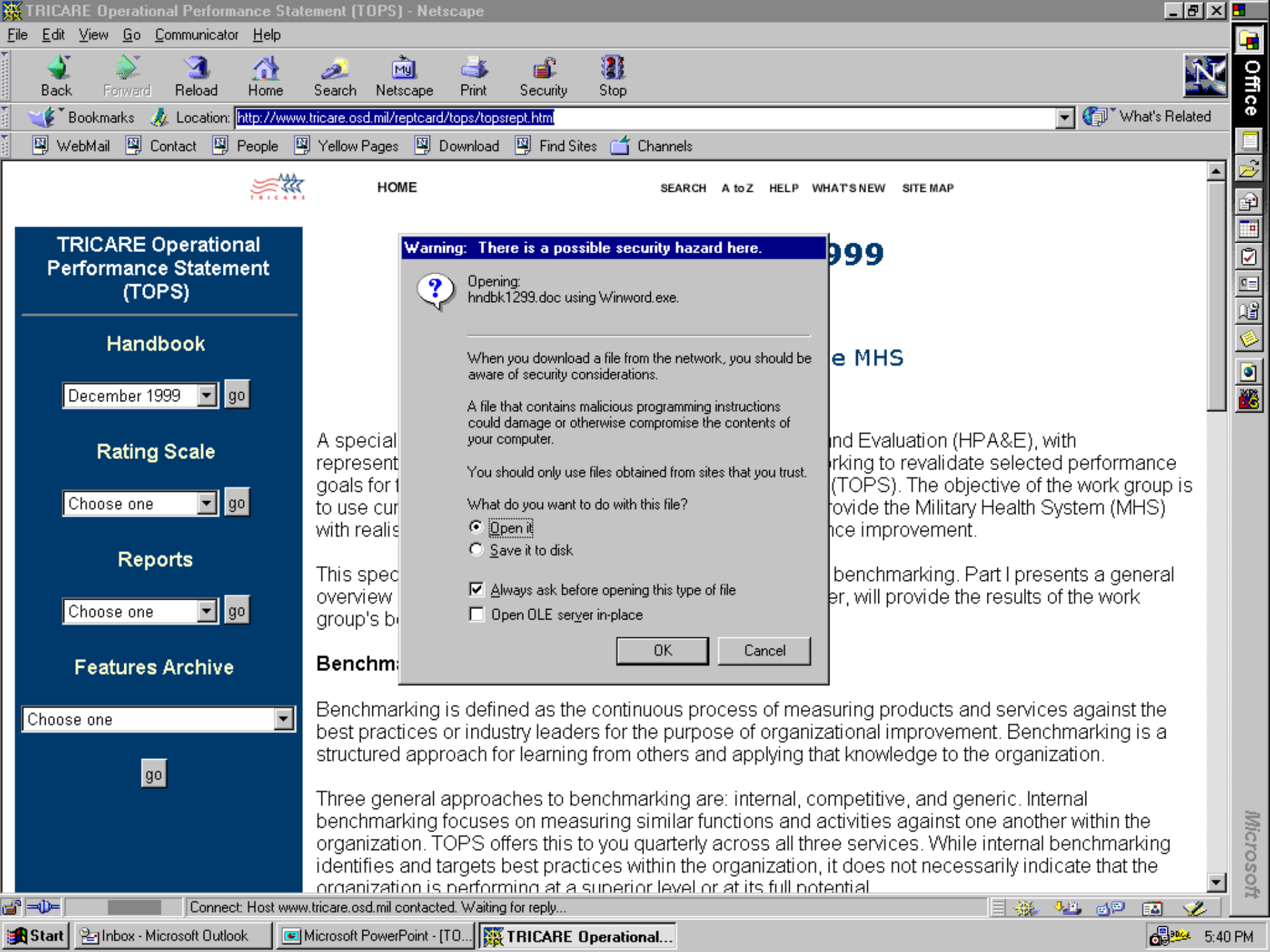
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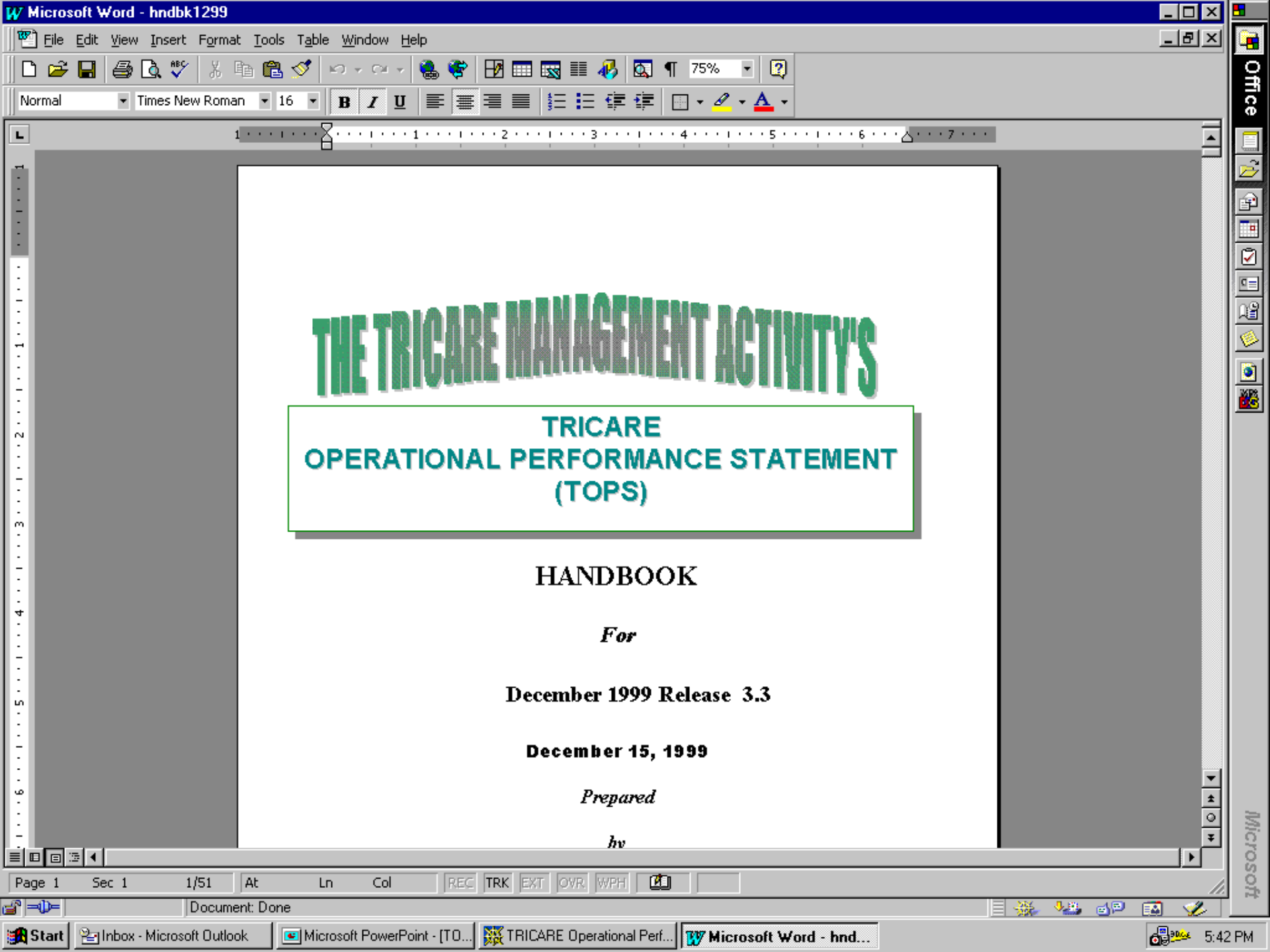
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Employer Perspective Measures

E1. Active Duty (AD) Mental Health Status SF-12 Score Below 34.42 (Clinical Depression Mean Score for the General Population).

- *Unit of Analysis*: An AD member self-reported response on SF-12 instrument.
- *MHS Strategic Plan Goal Area*: Joint Medical Readiness
- *Data Source*: 1998 Health Care Survey of DoD Beneficiaries (Form A). Active Duty over 65 were excluded from the 1998 survey. The SF-12 is presented in Questions 105 – 111 in the DoD survey. The SF-12 is a widely used instrument in health services research for assessing the health status of general populations without direct clinical assessment. SF-12 mental and physical health status scores are normalized so that 50 reflects the mean score for the general population and a difference of 10 represent a standard deviation from the mean for this general population. Reference the National Institute of Mental Health's (NIMH's) Diagnostic Interview Schedule criteria for major depression.
- *Data Capture Date*: Nov 1998 – June 1999
- *Update*: Annual
- *Drill To*: Service
- *Performance Target*:
  - ✓ Not more than 10% Below 34.42 on Mental Component of SF-12 Health Status Measurement Instrument (GREEN)
  - ✓ Not more than 15% Below 34.42 on Mental Component of SF-12 Health Status Measurement Instrument (YELLOW)
- *Metric*: Number of AD members with Mental Health Status Score Below 34.42 / All AD members responding to the survey
- *OPR*: LTC Tom Williams TMA/HPA&E, (703) 681-4263

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Perspective	Number	Performance Measure	Red	Yellow	Green
Employer	E1	AD Mental Health Status Score Below 34.42	>15%	11-15%	< = 10%
	E2	AD Physical Health Status Score Below 42.34	>10%	6-10%	< = 5%
	E3	AD Temp Disqualified for Deployment-Medical Profile	>3%	3%	< = 2%
	E4	AD Temp Disqualified for Deployment-Dental Class 3 or 4	>10%	6-10%	< = 5%
	E5	Adult Ben Satisfaction with Quality of Care	<73%	73-77%	> = 78%
	E6	Adult Ben Satisfaction with Access to Care	<73%	73-77%	> = 78%
	E7A	Adult Ben Overall Satisfaction With Health Care	<73%	73-77%	> = 78%
	E7A	Adult Ben Overall Satisfaction With Military Health Care	<73%	73-77%	> = 78%
	E8A	Adult Duty Preventable Admission Rates	>2.3 RWPs	N/A	<=2.3 RWPs
	E8B	ADFM Preventable Admission Rates	>3.8 RWPs	N/A	<=3.8 RWPs
	E9	Dental Wellness	TBD	TBD	TBD
	E10	ADFM Mental Health Status Score Below 34.42	>20%	16-20%	< = 15%
	E11	ADFM Physical Health Status Below 42.34	>15%	11-15%	< = 10%
	E12	% of DoD GME Grads Passing Spec Boards on First Try	<90%	90-94%	> = 95%
	E13A1	Match Btwn Surgeon Billets and Inventory	<90%	90-94%	> = 95%
	E13A2	Match Btwn non-Surgical Med Officer Billets and Inventory	<90%	90-94%	> = 95%
	E13B	Match Btwn Dental Corps Billets and Inventory	<90%	90-94%	> = 95%

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Health Plan	***All***	***MHS***	***N/A***	***Regions***	***Single MTF***
MTF	***All***	***MHS***	***Services***	***Regions***	***Single MTF***

➡ ***The regional view by MTF is now available with captions to identify each measure!***

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Employer	*All*	*MHS*	*Services*	*N/A*	*N/A*
Health Plan	*All*	*MHS*	*N/A*	*Regions*	*Single MTF*
MTF	*All*	*MHS*	*Services*	*Regions*	*Single MTF*

The regional view by MTF is now available with captions to identify each measure!

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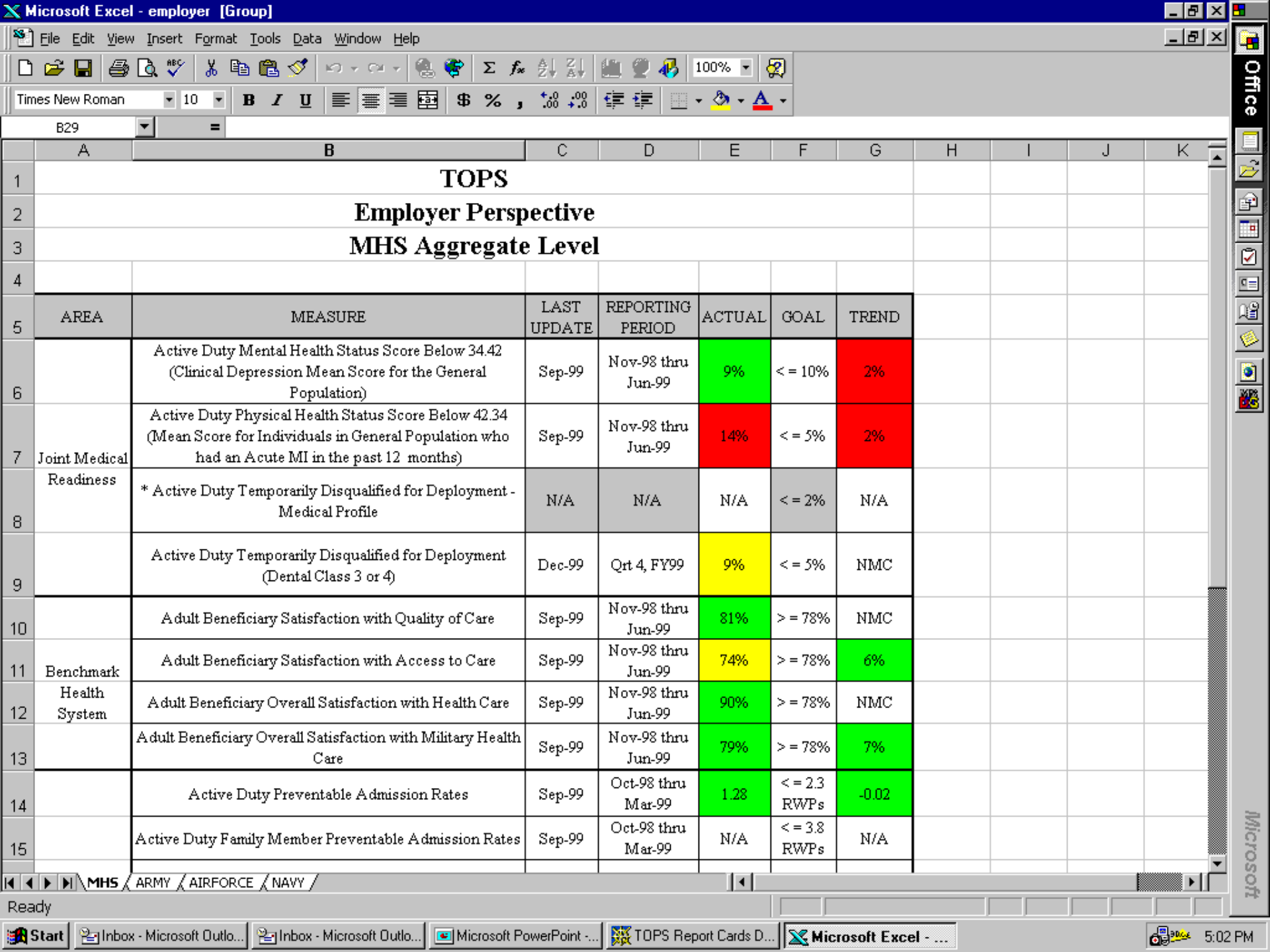

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Employer Perspective

MHS Aggregate Level

AREA	MEASURE	LAST UPDATE	REPORTING PERIOD	ACTUAL	GOAL	TREND
Joint Medical Readiness	Active Duty Mental Health Status Score Below 34.42 (Clinical Depression Mean Score for the General Population)	Sep-99	Nov-98 thru Jun-99	9%	< = 10%	2%
	Active Duty Physical Health Status Score Below 42.34 (Mean Score for Individuals in General Population who had an Acute MI in the past 12 months)	Sep-99	Nov-98 thru Jun-99	14%	< = 5%	2%
	* Active Duty Temporarily Disqualified for Deployment - Medical Profile	N/A	N/A	N/A	< = 2%	N/A
	Active Duty Temporarily Disqualified for Deployment (Dental Class 3 or 4)	Dec-99	Qrt 4, FY99	9%	< = 5%	NMC
Benchmark Health System	Adult Beneficiary Satisfaction with Quality of Care	Sep-99	Nov-98 thru Jun-99	81%	> = 78%	NMC
	Adult Beneficiary Satisfaction with Access to Care	Sep-99	Nov-98 thru Jun-99	74%	> = 78%	6%
	Adult Beneficiary Overall Satisfaction with Health Care	Sep-99	Nov-98 thru Jun-99	90%	> = 78%	NMC
	Adult Beneficiary Overall Satisfaction with Military Health Care	Sep-99	Nov-98 thru Jun-99	79%	> = 78%	7%
	Active Duty Preventable Admission Rates	Sep-99	Oct-98 thru Mar-99	1.28	< = 2.3 RWPs	-0.02
	Active Duty Family Member Preventable Admission Rates	Sep-99	Oct-98 thru Mar-99	N/A	< = 3.8 RWPs	N/A

MHS ARMY AIRFORCE NAVY

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Employer	*All*	*[illegible]*	*Services*	*N/A*	*N/A*
Health Plan	*All*	*MHS*	*N/A*	*Regions*	*Single MTF*
MTF	*All*	*MHS*	*Services*	*Regions*	*Single MTF*

The regional view by MTF is now available with captions to identify each measure!
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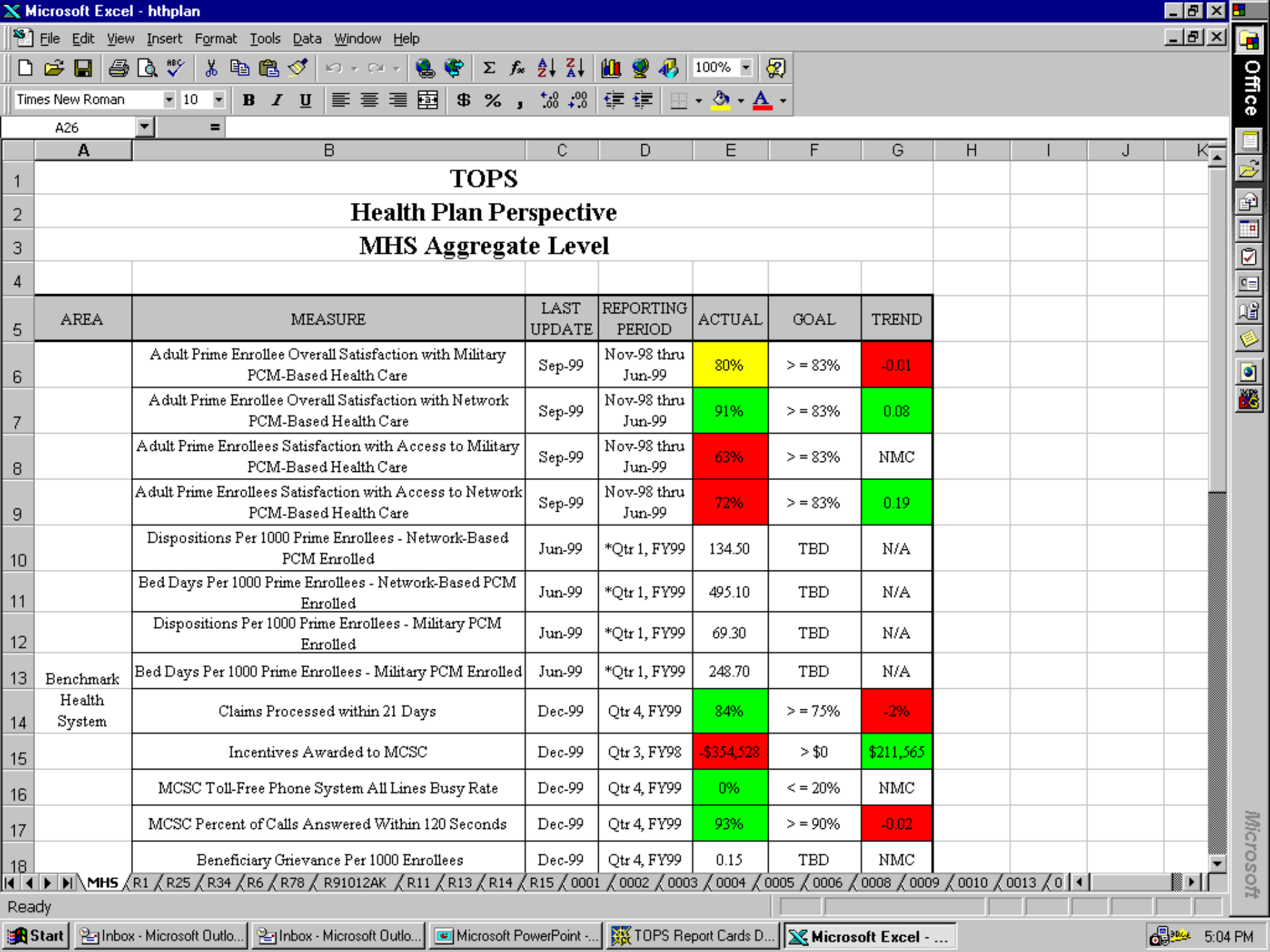

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Health Plan Perspective

MHS Aggregate Level

AREA	MEASURE	LAST UPDATE	REPORTING PERIOD	ACTUAL	GOAL	TREND
	Adult Prime Enrollee Overall Satisfaction with Military PCM-Based Health Care	Sep-99	Nov-98 thru Jun-99	80%	> = 83%	-0.01
	Adult Prime Enrollee Overall Satisfaction with Network PCM-Based Health Care	Sep-99	Nov-98 thru Jun-99	91%	> = 83%	0.08
	Adult Prime Enrollees Satisfaction with Access to Military PCM-Based Health Care	Sep-99	Nov-98 thru Jun-99	63%	> = 83%	NMC
	Adult Prime Enrollees Satisfaction with Access to Network PCM-Based Health Care	Sep-99	Nov-98 thru Jun-99	72%	> = 83%	0.19
	Dispositions Per 1000 Prime Enrollees - Network-Based PCM Enrolled	Jun-99	*Qtr 1, FY99	134.50	TBD	N/A
	Bed Days Per 1000 Prime Enrollees - Network-Based PCM Enrolled	Jun-99	*Qtr 1, FY99	495.10	TBD	N/A
	Dispositions Per 1000 Prime Enrollees - Military PCM Enrolled	Jun-99	*Qtr 1, FY99	69.30	TBD	N/A
Benchmark	Bed Days Per 1000 Prime Enrollees - Military PCM Enrolled	Jun-99	*Qtr 1, FY99	248.70	TBD	N/A
Health System	Claims Processed within 21 Days	Dec-99	Qtr 4, FY99	84%	> = 75%	-2%
	Incentives Awarded to MCSC	Dec-99	Qtr 3, FY98	-$354,528	> $0	$211,565
	MCSC Toll-Free Phone System All Lines Busy Rate	Dec-99	Qtr 4, FY99	0%	< = 20%	NMC
	MCSC Percent of Calls Answered Within 120 Seconds	Dec-99	Qtr 4, FY99	93%	> = 90%	-0.02
	Beneficiary Grievance Per 1000 Enrollees	Dec-99	Qtr 4, FY99	0.15	TBD	NMC

MHS R1 R25 R34 R6 R78 R91012AK R11 R13 R14 R15 0001 0002 0003 0004 0005 0006 0008 0009 0010 0013 0

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Employer	*All*	*MHS*	*Services*	*N/A*	*N/A*
Health Plan	*All*	*MHS*	*N/A*	*Regions*	*Single MTF*
MTF	*All*	*MHS*	*Services*	*Regions*	*Single MTF*

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Name and DMIS ID#	Location
Fox ACH (0001)	Redstone Arsenal, Alabama
Noble ACH (0002)	Fort McClellan, Alabama
Lyster ACH (0003)	Fort Rucker, Alabama
42nd Medical Group (0004)	Maxwell AFB, Alabama
Bassett ACH (0005)	Fort Wainwright, Alaska
3rd Medical Group (0006)	Elmendorf AFB, Alaska
Bliss ACH (0008)	Fort Huachuca, Arizona
56th Medical Group (0009)	Luke AFB, Arizona
355th Medical Group (0010)	Davis Monthan AFB, Arizona
314th Medical Group (0013)	Little Rock AFB, Arkansas
60th Medical Group (0014)	Travis AFB, California
9th Medical Group (0015)	Beale AFB, California
30th Medical Group (0018)	Vandenberg AFB, California
95th Medical Group (0019)	Edwards AFB, California
722nd Medical Group (0021)	March AFB, California
NH Camp Pendleton (0024)	Camp Pendleton, California
NH Oakland (0027)	Oakland, California

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Employer	*All*	*MHS*	*Services*	*N/A*	*N/A*
Health Plan	*All*	*MHS*	*N/A*	*Regions*	*Single MTF*
MTF	*All*	*MHS*	*Services*	*Regions*	*Single MTF*

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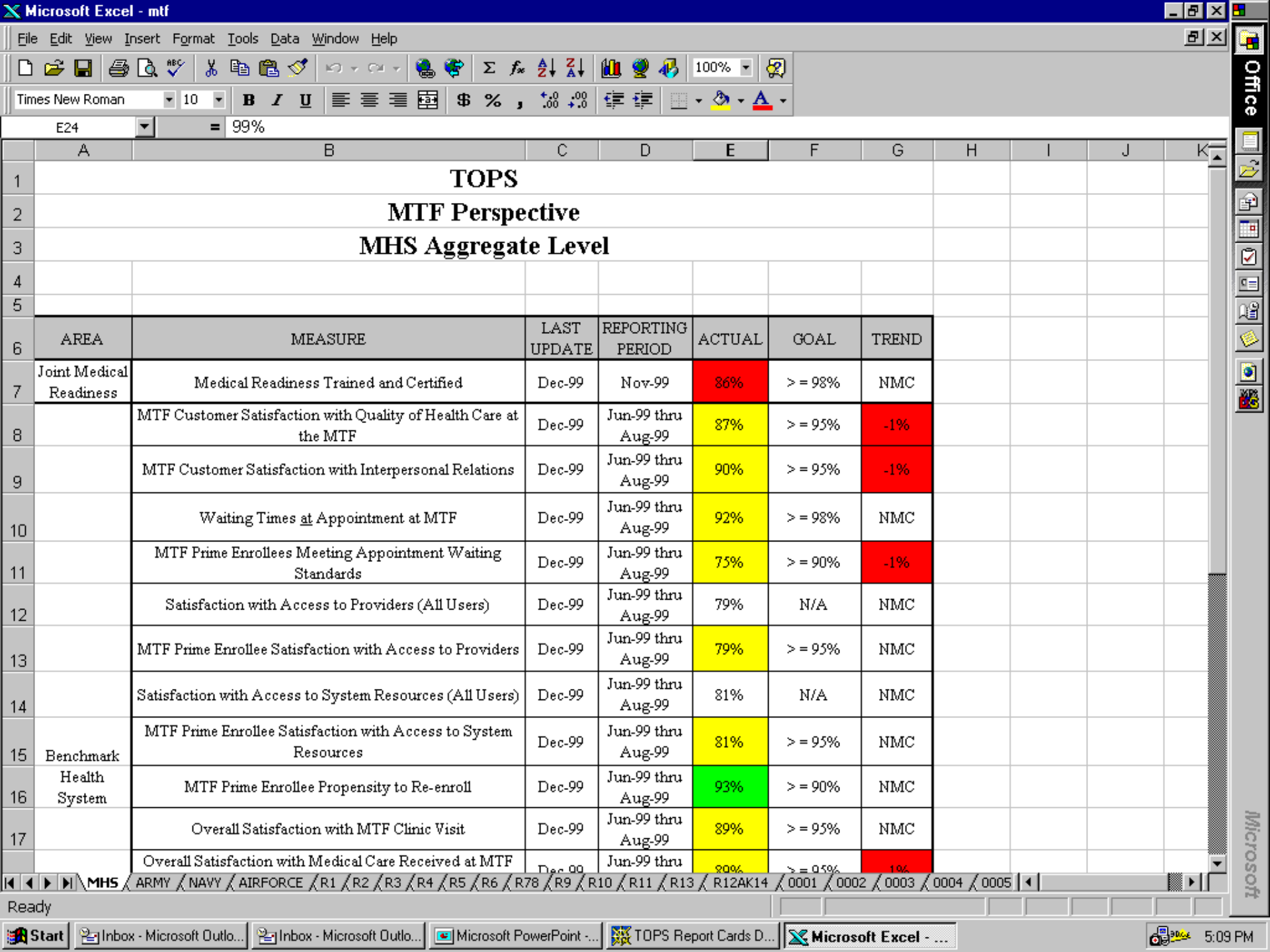

TOPS
MTF Perspective
MHS Aggregate Level

AREA	MEASURE	LAST UPDATE	REPORTING PERIOD	ACTUAL	GOAL	TREND
Joint Medical Readiness	Medical Readiness Trained and Certified	Dec-99	Nov-99	86%	> = 98%	NMC
	MTF Customer Satisfaction with Quality of Health Care at the MTF	Dec-99	Jun-99 thru Aug-99	87%	> = 95%	-1%
	MTF Customer Satisfaction with Interpersonal Relations	Dec-99	Jun-99 thru Aug-99	90%	> = 95%	-1%
	Waiting Times at Appointment at MTF	Dec-99	Jun-99 thru Aug-99	92%	> = 98%	NMC
	MTF Prime Enrollees Meeting Appointment Waiting Standards	Dec-99	Jun-99 thru Aug-99	75%	> = 90%	-1%
	Satisfaction with Access to Providers (All Users)	Dec-99	Jun-99 thru Aug-99	79%	N/A	NMC
	MTF Prime Enrollee Satisfaction with Access to Providers	Dec-99	Jun-99 thru Aug-99	79%	> = 95%	NMC
	Satisfaction with Access to System Resources (All Users)	Dec-99	Jun-99 thru Aug-99	81%	N/A	NMC
Benchmark Health System	MTF Prime Enrollee Satisfaction with Access to System Resources	Dec-99	Jun-99 thru Aug-99	81%	> = 95%	NMC
	MTF Prime Enrollee Propensity to Re-enroll	Dec-99	Jun-99 thru Aug-99	93%	> = 90%	NMC
	Overall Satisfaction with MTF Clinic Visit	Dec-99	Jun-99 thru Aug-99	89%	> = 95%	NMC
	Overall Satisfaction with Medical Care Received at MTF	Dec-99	Jun-99 thru	89%	> = 95%	1%

MHS ARMY NAVY AIRFORCE R1 R2 R3 R4 R5 R6 R78 R9 R10 R11 R13 R12AK14 0001 0002 0003 0004 0005
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Employer	***All***	***MHS***	***Services***	***N/A***	***N/A***
Health Plan	***All***	***MHS***	***N/A***	***Regions***	***Single MTF***
MTF	***All***	***MHS***	***Services***	***Regions***	***Single MTF***

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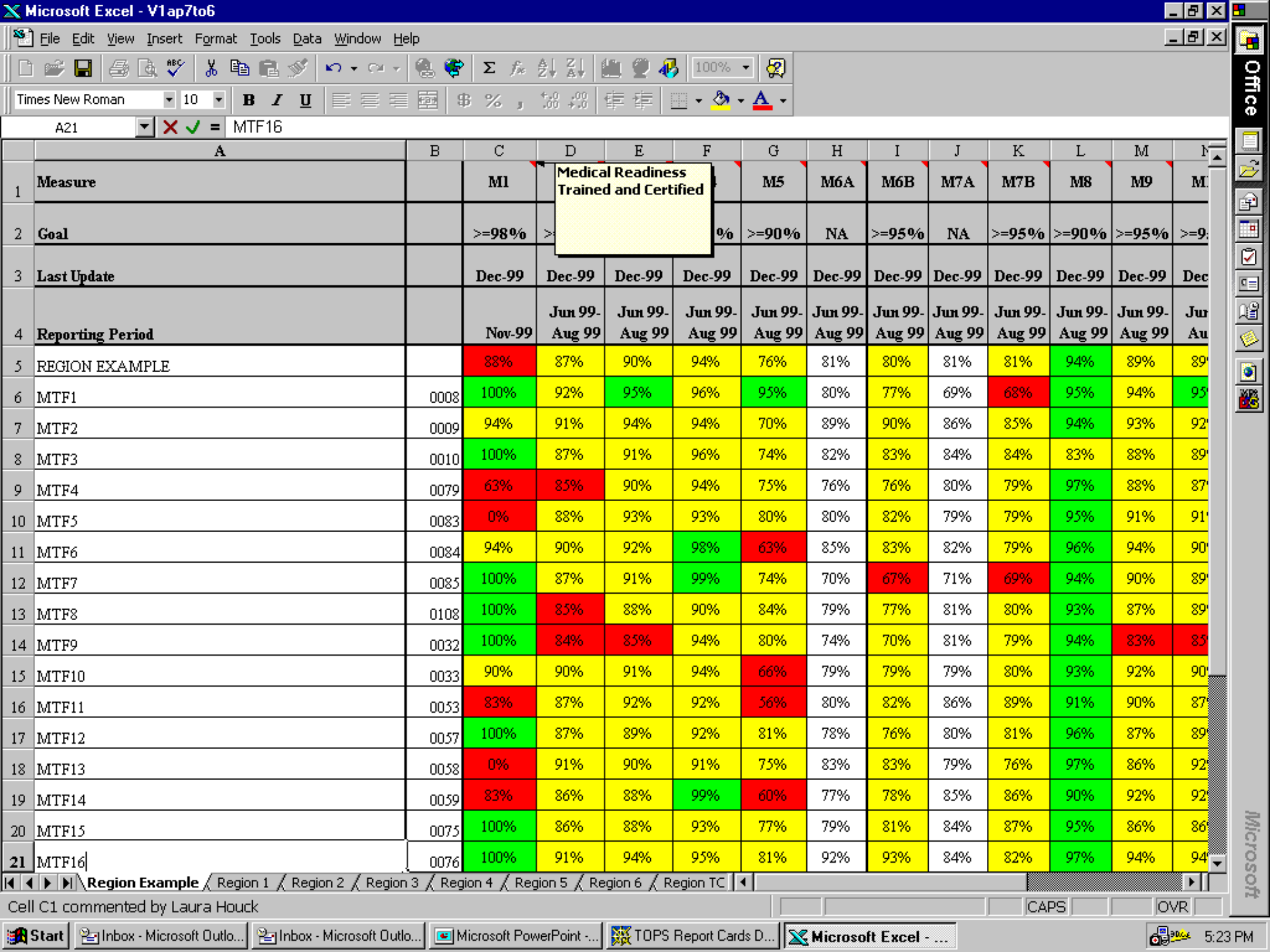
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1	Measure		M1				M5	M6A	M6B	M7A	M7B	M8	M9	M
2	Goal		>=98%	>=		%	>=90%	NA	>=95%	NA	>=95%	>=90%	>=95%	>=9
3	Last Update		Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec-99	Dec
4	Reporting Period		Nov-99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Jun 99-Aug 99	Ju Au
5	REGION EXAMPLE		88%	87%	90%	94%	76%	81%	80%	81%	81%	94%	89%	89
6	MTF1	0008	100%	92%	95%	96%	95%	80%	77%	69%	68%	95%	94%	95
7	MTF2	0009	94%	91%	94%	94%	70%	89%	90%	86%	85%	94%	93%	92
8	MTF3	0010	100%	87%	91%	96%	74%	82%	83%	84%	84%	83%	88%	89
9	MTF4	0079	63%	85%	90%	94%	75%	76%	76%	80%	79%	97%	88%	87
10	MTF5	0083	0%	88%	93%	93%	80%	80%	82%	79%	79%	95%	91%	91
11	MTF6	0084	94%	90%	92%	98%	63%	85%	83%	82%	79%	96%	94%	90
12	MTF7	0085	100%	87%	91%	99%	74%	70%	67%	71%	69%	94%	90%	89
13	MTF8	0108	100%	85%	88%	90%	84%	79%	77%	81%	80%	93%	87%	89
14	MTF9	0032	100%	84%	85%	94%	80%	74%	70%	81%	79%	94%	83%	85
15	MTF10	0033	90%	90%	91%	94%	66%	79%	79%	79%	80%	93%	92%	90
16	MTF11	0053	83%	87%	92%	92%	56%	80%	82%	86%	89%	91%	90%	87
17	MTF12	0057	100%	87%	89%	92%	81%	78%	76%	80%	81%	96%	87%	89
18	MTF13	0058	0%	91%	90%	91%	75%	83%	83%	79%	76%	97%	86%	92
19	MTF14	0059	83%	86%	88%	99%	60%	77%	78%	85%	86%	90%	92%	92
20	MTF15	0075	100%	86%	88%	93%	77%	79%	81%	84%	87%	95%	86%	86
21	MTF16	0076	100%	91%	94%	95%	81%	92%	93%	84%	82%	97%	94%	94

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Employer	*All*	*MHS*	*Services*	*N/A*	*N/A*
Health Plan	*All*	*MHS*	*N/A*	*Regions*	*Single MTF*
MTF	*All*	*MHS*	*Services*	*Regions*	*Single MTF*

The regional view by MTF is now available with captions to identify each measure!

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September 1999 TOPS Feature-Awards

In an effort to recognize exceptional performance and to incentivize MTFs and Regions to perform at optimum levels in both Satisfaction and Access, TRICARE Management Activity will issue two awards based on data from the monthly Customer Satisfaction Survey (CSS) and one award based on data from the annual Health Care Survey of DoD Beneficiaries. Access and Satisfaction were chosen because they are the key elements of Dr. Sears' Special Interest Metrics being tracked and reported by TMA. Awards will be based on performance in the fiscal year preceding the Annual TRICARE Conference and winners will be announced at the conference. For awards based on data from the CSS, CONUS sites will compete only with CONUS sites, and OCONUS with OCONUS. Additionally, within each those groupings, facilities will be competing against each other based on facility type (Medical Center, Community Hospital and Ambulatory Care Facility for CONUS sites and Hospital, including Medical Center, and Ambulatory Care Facility for OCONUS sites). The formal policy memo is expected to be signed out in October 1999.

MTF Awards

The MTF Access Award and the MTF Customer Satisfaction Award are both based on data from the monthly Customer Satisfaction Survey. To be eligible for these awards in the respective competitive categories, survey data must be available for at least 8 of the 12 months in the fiscal year in which the award is based. Depending on the award, other criterion must be met for eligibility. For the MTF Access award, a MTF must have at least 100 unweighted survey responses for meeting Wait Time for Appointment standards. Standards for Wait Time for Appointment only apply to Prime enrollees and only for selected Primary Care clinics. This is the Wait Time At Appointment metric in TOPS (M5). MTFs meeting the number of responses criteria must also possess a weighted percentage for this metric in the top quartile of its competitive category. Once the above criterion have been met, eligible MTFs must also have at least 250 unweighted survey responses for the question "How long did you

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June Feature: TOPS - a Statement and a Tool

As stated in the Handbook, "TOPS is both a statement and an evaluation tool.... It establishes an historical record of performance ... and is a compendium of routine analyses." Through the data, updated on a quarterly basis where appropriate, TOPS enables its users to make decisions geared toward improving customer satisfaction and business practices and achieving desired readiness and staffing levels. While surveys provide the Military Health System (MHS) with consumers' perceptions on issues such as access to and quality of health care, the surveys are not the only source for data. The majority of our data comes from a variety of sources including individual service reports, managed care support contractor reports, Health Care Services Records (HCSRs), Standard Inpatient Data Records (SIDRs), and the Defense Enrollment Eligibility Reporting System (DEERS), and other databases. The purpose of this Feature is to provide the users with a brief synopsis of the non-survey-related data used in these quarterly reports.

- Two measures from the Employer Perspective are defined using data extracted from the Individual Service Dental Databases.
- HCSRs, SIDRs, and DEERS are data sources for several measures: Preventable Admissions and Utilization Rates (Bed Days and Dispositions, H5-H8). Preventable admissions are depicted in two ways: through Relative Weighted Products (RWPs) (E10A and E10B) and through rates for selected diseases of interest (H15A-I). Direct Care and CHAMPUS data is extracted from the SIDR file (direct care) and from the HCSR file (CHAMPUS) located on the Fort Detrick IBM Mainframe using the Statistical Analysis System (SAS) programming language. Enrollment is extracted from DEERS.
- The match between billets and inventory assesses the MHS's ability to meet staffing needs and is a ratio of authorized billets to actual end strength. This data comes to us from the Defense

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TOPS ACCESS FEATURE

Since our last edition, TMA's senior leadership has focused its attention on four particular metrics covered in TOPS. Collectively, these have been identified as the TMA Executive Director's Special Interest Metrics. Three of these address the issue of access in the Military Health System (MHS). The fourth confirms from a patient's perspective the value of timely access to health care in the MHS. Recognizing the gap in literature on using quality measures from a patient's perspective has led us to quality improvement methods developed by scientists like Walter A. Shewhart, W. Edwards Deming, Joseph M. Juran, and more recently Vincent K. Omachonu. The process of benchmarking industry access standards, validating survey results, checking Composite Health Care System (CHCS) ad hoc reports, and exploring new thinking from the professional literature will continue to improve performance measurement at TMA.

Executive Director's Special Interest Metrics- Graphical Presentation

TOPS data may be presented in a longitudinal format (summary data shown for more than one data point). Examples of this type of representation for the MHS (and Service) level are shown at the links identified below.

- **Military Treatment Facility (MTF) Prime Enrollees Meeting Appointment Waiting Standards (M5)**

This metric has now been retooled to measure urgent and routine access to primary care thanks to LTC Dott Smith of the Army Surgeon General Staff. Customer satisfaction responses from actual visits to primary care clinics are the basis of this measurement. The following clinics are used in the measurement to globally represent primary care: family practice, flight medicine, primary care, and pediatrics. While the measurement only includes a limited set of clinics, MTFs still need to ensure all appointments for Prime enrollees meet the urgent, routine, wellness, and specialty standards under TRICARE.

- **MTF Prime Enrollee Satisfaction with Access to Providers (M6B)**

This measurement is a cluster of four questions found in the Customer Satisfaction Survey (CSS). The measurement is defined as an average response to four specific survey questions (7, 9, 10a, and 11).

- **MTF Prime Enrollee Satisfaction with Access to System Resources (M7B)**

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